

The Urban Rack offers several unique VIP services for our customers. Our qualified team of Wardrobe Consultants can help you in the store, at your home, during store hours or off store hours, one on one or with a group of friends. All staff members go through extensive training programs and Product Knowledge seminars. We pride ourselves on being able to answer any question you may have on a product or line that we carry. If we don't know, we will find out!

Off Hours Shopping

Busy lives and hectic schedules often do not allow us to shop for ourselves during "store hours". We understand that and are pleased to offer the opportunity for you to book the store during a time that suits your personal schedule. If you would like to get a few friends together and make an evening of it (maybe bring a little vino?) we are game for that too.

COST: Completely free of charge! And NO you don't have to buy anything, but warning you will want to!

Wardrobe Consultation/Closet Organization

Our Wardrobe Consultants can help you:

- Go through your current wardrobe and decide what should stay and what should go. We can do this at the store free of charge or in your home for a small fee.
- Coordinate your existing wardrobe with some new pieces from the current season to freshen it up.
- Get you started with a "new look". Maybe you've recently lost weight, changed careers, or just tired of looking at your old clothes.

COST: **IN HOME SERVICE**

- \$60/hour: minimum of 2 hours. (Usually takes about 2 hours to go thru questionnaire, evaluate existing wardrobe, and decide on action plan).
- With all IN HOME Services you will receive a \$100 Gift Certificate valid for purchases over \$300 at The Urban Rack.

IN STORE SERVICE

FREE! For a thorough wardrobe consultation you can fill out our Questionnaire and drop off at the store or fax over so we can have some items pre-chosen for you. Or, just pop in and play.

Should you book an appointment?

To ensure one on one service or to arrange for an At Home Service it's a great idea to book an appointment by calling the Kits or Ladner store or emailing info@theurbanrack.com. However, we can accommodate most customers during our store hours with the staff we have on hand.



2207 West 4th Avenue • Vancouver • 604.733.6553
5211 Ladner Trunk Road • Ladner • 604.940.6011
www.theurbanrack.com



**Wardrobe Consultation Questionnaire
Styling & VIP Services**

REALPOWERFUL
BEAUTIFULWOMEN

This questionnaire is designed to help us get started with determining your unique style and preferences. Please feel free to use the space at the bottom of this form to note anything that you feel we might have missed about you.

Describe your favourite and least favourite looks:

(ie: I love Jennifer Aniston's beach-y casual look or I hate leggings and tunics, etc)

LIKE _____

DISLIKE _____

When you open your closet what are the 3 colours you see the most in your wardrobe?

(Be honest, it's ok to say black, white & grey if that's what you see)

1. _____

2. _____

3. _____

Do you like colour or do you prefer neutral tones? What colours/tones do you think look best on you?

Describe your go-to outfit if you were:

(If these don't apply just write n/a and feel free to write down events that you normally attend and need outfits for)

Going out for dinner with friends:

Going to work:

Hanging out on a weekend:

What do you find the most difficult about shopping?

(ie: I can't find tops to fit my bust, I never find jeans that flatter my shape, I can never stay within my budget, etc)

What size are you? Difficult to know but give us a rough idea of what size you are, really helpful if you include a brand with the size as all brands fit differently

(For example in Michael Kors top you are an XS but in Mexx tops you are size 6)

TOPS **XS-XL** _____

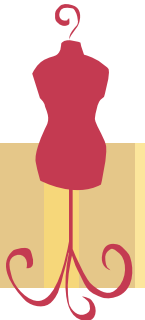
2-12 _____

BOTTOMS **2-14** _____

JEANS **26-34** _____

DRESSES **2-12** _____

XS-XL _____



Wardrobe Consultation Questionnaire